

## Frequently Asked Questions

### Getting Started at CMC

**When is Move-In Day?** First year students will move in on Sunday, August 20, 2023. Orientation activities for first year students officially begin on August 20, 2023 and run through August 27, 2023. International Student Move-in and Orientation will begin a few days before from August 17-19, 2023. For more information on Student Orientation please visit the [Dean of Students' website here](#). For information on Parent & Family Orientation (Sunday, August 20), please visit the [website here](#).

### **Does my new student have a check-list of things they need to accomplish in preparation for their arrival on campus?**

Yes! June 30 and July 1 are two important deadlines for submission of new student information. Ask your student to check their [Orientation Portal](#) often beginning in May to track deadlines and view new information.

**Do fall varsity athletes have a different move-in date?** Fall sport athletes who are invited to participate in pre-season activities may have an arrival date that is before the start of orientation. Have your student check directly with their coach for exact dates before making plans.

**What banks are nearby?** Several banks have branches within walking distance, including Bank of America, Chase, Wells Fargo, and US Bank.

**What is [Welcome Orientation Adventure](#) (WOA)?** All new students are expected to participate in WOA activities in some form. This is a time to learn about the College and how it functions and to begin making friends. Trips vary from beach camping to cabin camping.

**Can my student bring a car to campus?** First-year students are not permitted to bring cars to campus. This provides a great opportunity for new students to spend more time on campus, developing friendships and settling in.

**What is the Orientation "Portal?"** Each student has an online portal that is consistently updated with information, schedules, required forms, and important deadlines. July 1 and August 1 are two important deadlines for submission of new student information. You may want to remind your student to check their [Orientation Portal](#) often beginning in May to track deadlines and view new information.

### Housing and Residence Life

**When will my student receive information on their roommate?** Each new student is asked to fill out a housing form as candidly and honestly as possible. The form provides

insight about your preferences regarding study times, level of messiness, music tastes, etc. The Dean of Students office staff uses these forms to match roommates through a very thorough process. Your student should expect roommate assignments in early August.

**What is my student's mailing address?** The mailing address is:

First & Last Name - Mailbox #

742 Amherst Avenue

Claremont, CA 91711-6430

Mailbox numbers will be provided to your student via their Student Portal when housing assignments are determined. Packages may be sent directly to the mailroom at Story House (742 Amherst Avenue, Claremont, CA 91711), but should not be shipped before **Monday, August 14, 2023.**

**Where can I find the residence hall opening and closing dates?** You can learn more about the [residence hall opening and closing dates here](#).

**What does my student's dorm room look like?** You can learn more about the residence halls, including typical interior set-ups here: <https://www.cmc.edu/facilities/residence-halls>

## **Academics**

**Will I get copies of my students' grades?** No. As a result of the [Family Educational Rights and Privacy Act](#) (FERPA), all students enrolled at a school past the high school level, and over the age of 18, have sole access to their grades. Most CMC students share their progress with their parents on their own accord.

**What assistance is available if my student is struggling academically?** There are help sessions and tutors available in every department at CMC. Also, each professor is generally available even beyond office hours, in-person or by email, to assist with questions their students have. There are also [student success "coaches"](#) who can provide support with many issues. More specific information can be [found here](#).

**Where can I find the academic calendar?** You can find the [academic calendar here](#).

## **Dining Services on Campus**

**What meal plan should my student have?** All students living in residence halls are required to select one of CMC's meal plans. Students living on campus must be on the 8, 12, 14, or 16 meal plans, which allow for that many meals per week and include \$80, \$120, \$140, or \$200 of "Board Plus Dollars" per semester, respectively. The most popular tends to be the 12-meal plan. More information about meal plans, dining options, and food trucks, is [available online](#).

**What is Claremont Cash?** [Claremont Cash](#) can be used to purchase food and non-food items throughout The Claremont Colleges and selected merchants in Claremont. All students have a Claremont Cash account established when they receive their ID cards. Funds may be deposited into this account. Unused funds will roll over from one year to the next.

**How do I access my student's Claremont Cash account?** If your student has set you up as an authorized user to their student account on [CASHNet](#), you can view the current statement, check the account balance, make a payment, or view the account transaction history.

### **Parent and Family Programming**

**When is [Family Weekend](#)?** Family Weekend is scheduled for Saturday, February 17, through Monday, February 19, 2024. We hope you will join us! The weekend is filled with panel discussions, athletic events, lectures, informal get-togethers, classroom visits, and entertainment. Plan to attend classes on Monday, February 19, which is a holiday for many, but is a regular class day in Claremont. Registration will open in December and event information will be available online.

**Can parents and families attend chapter programs in their area?** Yes! CMC has 19 chapters worldwide designed to provide alumni, parents, students, and friends with opportunities to network, attend faculty lectures, participate in service projects that benefit local communities, attend a variety of social activities, and participate in numerous other ways. As members of the CMC community, parents and families are invited to join chapter programs in their area. For information on upcoming programs please visit the [Alumni Events website here](#).

### **Internships and Campus Jobs**

**How does my student learn about internships?** The [Soll Center for Student Opportunity](#) consistently updates students via email and through [Handshake](#), but students are encouraged to visit the Center on their own and work with one of their staff to find internships that best suits them as individuals. Every effort is made to meet with each first-year student individually to acquaint them with the Center.

**How does my student find a work-study job?** On-campus jobs (work study and non-work study) are available in most academic departments, administrative offices, and research institutes, as well as the Emmett Student Center, the Athenaeum, the bookstore, and the library. During Orientation, students may apply to various jobs on campus through Handshake. Also, students will receive email bulletins regularly about job opportunities. There are more than enough on-campus work-study jobs for all who want one.

### **Safety, Health, and Wellness**

**What type of health care and counseling are available on campus?** The Claremont Colleges share the [Student Health Center](#), Health Education Outreach, and [Monsour Counseling & Psychological Services](#). Visits made by appointment are free of charge, and any additional costs (e.g., prescriptions, physical exams, X-rays) are a fraction of the average cost. If students require any ongoing medical treatment or counseling, the Consortium services are prepared to refer them to affiliated local doctors.

**What should my student do if they become ill?** Students can make an appointment with the [Student Health Center](#) if they become sick. They also have 24/7 access to free medical and mental health support through the telehealth and video-conference platform, [7C Health by TimelyMD](#). 7C Health providers can address physical health symptoms such as cold and flu, strep, bacterial infections, ear infections, bruises, sprains, and mono. The average wait time for these medical and mental health appointments is 5 minutes. Emergency health services and other special services are available to students at nearby hospitals, all within 5 miles of the campus.

**What are the nearby medical facilities?** Most students use the Student Health Center for the majority of their medical care, but if a student requires emergency care past first aid (which RAs and Campus Safety can take care of), there are local hospitals and urgent care centers such as Pomona Valley Hospital Medical Center in Pomona and Montclair Hospital Medical Center in Montclair.

**Does my student have to enroll in the College provided insurance plan?** All enrolled students must have health insurance coverage, however, enrolled domestic students who carry personal insurance coverage may waive enrollment in the Claremont Colleges Student Health Insurance Plan (SHIP) by submitting information and proof of coverage annually via their [SHIP Insurance Verification Portal](#).

Students who do not complete the waiver process will be enrolled in SHIP. The coverage premium will be added to the student's account and the enrollment will be automatically submitted to SHIP.

International students are required to have the SHIP coverage. International students who can prove coverage by a domestic insurer who pays claims in the US. under a policy that meets the other waiver requirements may contact Lyn Hughes in the Dean of Students Office at (909) 607-7950 or [lyn.hughes@cmc.edu](mailto:lyn.hughes@cmc.edu). to request a waiver.

**What steps does the College take to ensure my safety on campus?** To ensure the protection of students, officers from the Claremont Colleges [Department of Campus Safety](#) patrol the seven campuses at all times in order to make sure there are no crimes being committed or suspicious people wandering the campuses, and that students are not in distress. Students are encouraged to download [LiveSafe](#) to their phones. LiveSafe is a free personal safety mobile application for students, staff, faculty, and the community to engage in two-way conversation with Campus Safety. Through the app, community members are able to report information, request assistance or a safety escort, notify emergency contacts, and view a safety map.

CMC also has a dedicated Public Safety staff patrolling our campus. Public Safety are first responders to emergency calls and provide security at social gatherings and special events. The officers work proactively with students and student organizations to plan safe events, deter crimes and petty thefts of bikes, skateboards, or other personal property. They identify trends and environmental conditions that warrant attention (low lighted areas, unsafe conditions of physical structures, etc.), and they provide training on theft prevention, bystander intervention techniques, emergency response, and other safety interventions.

Every residence hall has at least one Resident Assistant, who is trained in safety and emergency procedures, and regularly briefed on any security issues that may arise. CMC has a dean on-call for after-hour emergencies who can be contacted through the Campus Safety department.

**What will the College do to communicate with my student in the event of a disaster?**

The College has developed and maintains a robust emergency communication program that enables emergency warnings and information to be distributed to students in the following ways: text message, email, CMC's website, CMC's emergency page, and phone. Students should make sure the Dean of Students office has your current cell phone number.